

Frequently Asked Questions

Who do I contact if I have a question about my ambulance bill?

Please contact a Billing Administrator at 317-571-2604 or 571-2605

Available hours: Monday-Friday 8:00am-4:30pm

I was transported to the hospital and you have my Medicare information.

Why are you sending this bill to me instead of Medicare?

A signature is required from you or a representative in order to bill Medicare on your behalf. Medicare will not allow us to bill them for your service without a signature authorizing us to do so. WPS Medicare requires a signature for every transport. Signature authorization allows us to bill and accept payments on your behalf. The signature also allows us to bill any secondary insurance you may have after Medicare pays the initial claim.

If I sign this signature form, does that make me financially responsible to pay the ambulance bill?

No, legally only the patient, a spouse, or a Legal Guardian parent of minor may be held responsible for payment of debts incurred by the patient. A signature on our form does not override applicable State or Federal Law.

I was transported by ambulance and Medicare still did not cover the bill. Why?

Medicare does not cover non-emergency transports, medical necessity for the transport must be documented. Medical necessity for payment of an ambulance transport is established when the patient's condition is such that the use of any other method of transportation is contraindicated. Patient's condition would be

jeopardized if he /she was not transported by ambulance, patient must lie flat or is incapable of sitting up unassisted, patient requires a service e.g. intravenous drugs that is available in the ambulance but not in a vehicle such as a private automobile, taxi, or Medi-car.

I was treated but not transported. Why am I receiving a bill?

If an advanced life support intervention is provided. For example

Diabetic emergency and medicine is given intravenously. You will receive a bill for the ALS service provided. Most insurance will not pay unless you are transported to a hospital. The patient will be responsible for the bill.

I cannot afford this bill. I am on a fixed income. Will you consider forgiving or reducing this bill?

We understand that some patients may have difficulty paying for their ambulance service, however, the limited funding available does not allow us to offer a reduction to your bill. We do, offer interest-free financing to allow you to pay your invoice on a more comfortable schedule. Please call our office for assistance in setting up your payment schedule.